

Missouri Board of COSMETOLOGY & BARBER EXAMINERS



CONSUMER COMPLAINT GUIDE



Division of Professional Registration
3605 Missouri Boulevard
Jefferson City, MO 65109
(866) 762-9432.

WHAT KIND OF COMPLAINTS CAN BE INVESTIGATED BY THE BOARD?

The Board can only investigate complaints that allege a violation of the Missouri Board of Cosmetology and Barber Examiners Practice Act. You may file a written complaint against any licensee, permit (registration) holder, registrant of the board or unlicensed individual or entity, which alleges certain acts or practices which may constitute one (1) or more violations of the provisions of Chapters 328 or 329, RSMo.

WHO CAN FILE A COMPLAINT?

A complaint can be made in writing by anyone with knowledge of the alleged violation. Complaints must be in writing and signed by the person filing the complaint. The board may require that a complaint be made by affidavit sworn before a notary public or other authorized officer and that the complaint fully identify the affiant by name and address. Oral, telephone, written but unsworn or unsigned communications of any sort may not be considered or processed as complaints, however, the person making these communications, if known, may be provided with a complaint form and requested to complete it and return it to the board in affidavit form.

Your complaint should also include:

- Your current contact information;
- The name of the licensee involved;
- A detailed summary of the alleged incident(s);
- The date of the alleged incident and the consumer involved;
- Any documentation which supports your allegations, and;
- A list of witnesses to the incident(s) and contact information for each.

IS MY COMPLAINT CONFIDENTIAL?

The Board cannot guarantee that your identity will remain confidential. To properly investigate your complaint, the Board may need to share information with other individuals, including, the subject of the complaint. Further, both the complaint and any information obtained as a result of the investigation shall

be considered a closed record. However, upon receipt of a signed authorization form provided by the Board from the person who is the subject of the complaint and payment of any applicable fee, the Board shall provide that person, or that person's authorized representative, with a copy of that complaint and any attachments to the complaint unless otherwise privileged.

WHAT HAPPENS AFTER I FILE A COMPLAINT?

- Each complaint received under this rule shall be acknowledged in writing. The acknowledgement shall state that the complaint is being referred to the board for consideration at its next regularly scheduled meeting.
- On average, investigations are completed within one hundred twenty (120) days. This time period may vary depending on the nature of the complaint.
- The Board reviews complaints during its regularly scheduled meetings which are held approximately six (6) times a year.
- The complainant shall be informed in writing as to whether the complaint is being investigated, and later, as to whether the complaint is being dismissed by the Board.
- Once the Board makes a final decision, you will be notified in writing and shall be provided with copies of any decisions of the Administrative Hearing Commission and the board at that time.
- If the Board does not have jurisdiction the Board may refer your complaint to the appropriate agency.

WHEN WILL I BE NOTIFIED OF THE BOARD'S DECISION?

The investigation and review process can take up to six (6) months to complete. Once again, this time period may vary depending on the length of the investigation and the nature of the complaint. If the Board votes to take disciplinary action against a licensee/registrant, you may not be notified until a public disciplinary case has been filed.

WILL I RECEIVE A COPY OF THE INVESTIGATION REPORT OR INSPECTION REPORTS?

Under Missouri law, investigation reports are closed records and are not disclosed to the public. However, you will be notified once a final decision has been made.

WHAT KIND OF ACTION MAY BE TAKEN BY THE BOARD?

The Board may take no further action and close a complaint if there is insufficient evidence of a violation of the Board of Cosmetology and Barber Examiners Practice Act. This does not mean the Board agrees with or approves of the conduct alleged. However, the Board's jurisdiction is limited to violations of the Board of Cosmetology and Barber Examiners Practice Act.

If a violation is established, the Board may:

- Issue an administrative Letter of Concern or Letter of Warning. Administrative letters are maintained as part of the licensee's permanent file.
- Pursue disciplinary or other legal action. You will be notified once a public case/action has been filed.
- The Board cannot pursue monetary compensation, require a refund or help you resolve a billing dispute. Nor can the Board provide legal advice.

HOW CAN I FILE A COMPLAINT?



Complaint forms are available on the Board's website at <http://pr.mo.gov/cosbar.asp>



You may also request a complaint form by calling (866) 762-9432.



Completed complaint forms should be mailed to:

Board of Cosmetology
and Barber Examiners
3605 Missouri Boulevard
Post Office Box 1062
Jefferson City, Missouri 65102.



For additional information, please email cosbar@pr.mo.gov

or call the Board office at (866) 762-9432.



MISSION OF THE MISSOURI BOARD OF COSMETOLOGY AND BARBER EXAMINERS

Our mission is to serve and protect the public by providing an accessible, responsible and accountable regulatory system that:

- Protects the public . . . from incompetency, misconduct, gross negligence, fraud, misrepresentation or dishonesty;
- Licenses only "qualified" professionals . . . by examination and evaluation of minimum competency;
- Enforces standards . . . by implementing legislation and administrative rules;